



## GANGTEY LODGE

# COVID-19 Procedure

The health of our Guests and Staff has always been our priority. The preventive measures we are taking will guarantee Guests comfort and hopefully answer travelers' COVID related concerns. The protocol below, based on the recommendations of the World Health Organization and Government Health and Safety Regulations will ensure a safe stay and peace of mind without compromising privacy and exclusivity when visiting our Lodge.

## Safety & Security Measures

### GENERAL HYGIENE:

- Hand wash and hand sanitizer is available throughout all Lodge areas, Guest's Suites and bathrooms.
- Personal care packs will be offered to Guests.
- Guest Suites sterilized and deep cleaned before check-in and daily during Guests stay.
- Strict cleaning protocols in Suites with focus on high-contact areas and items.
- Lodge Bathhouse and SPA areas disinfected regularly, with special attention to high-contact areas.
- Daily Staff checks for signs of COVID before being allowed into work.
- Ensuring that until September 1st 2021, a maximum of 8 rooms (4 in each building) will be occupied at any one time to enable social distancing. Each occupied room will be adjacent to an empty room. Only after full disinfection between guests will a room be reallocated.

### GUEST CHECK-IN AND CHECK-OUT:

- Enquiry of Guest travel history prior to arrival and requirement to send a signed document to confirm to be COVID free.
- Guests and all luggage treated with sanitizer on arrival.
- Guest temperatures checked on arrival and logged for reference.
- Contactless Check In process – we practice a pre-arrival check in process for the comfort and safety of our Guests.



### SOCIAL DISTANCING AND MINIMIZING OF UNNECESSARY CONTACT:

- In all public Guest areas: Lounge, Dining room and Terrace.
- A dedicated F&B and HK Team will be assigned for the guest's entire stay to minimize unnecessary contact with other team members.
- No "Walk-In Guests" will be accepted.

### DINING EXPERIENCE:

- Guests will be provided with a printed personalized individual menu, during two distinct dining shifts. During each shift, a maximum of 4 tables will be open for service to allow for social distancing. Terrace dining and Room Service will be provided upon request.
- Chefs prepare food wearing face masks and gloves whilst practicing international safety protocols
- No buffets unless lodge is booked for exclusive use.
- Snacks and picnics individually packaged.

### GUEST EXPERIENCES:

- We recommend that Guests follow stringent hygiene practices of regular hand washing and sanitization, limited hand face contact, social distancing and the wearing of face masks if appropriate.
- Offsite activities such as Community Experiences are subject to change: please enquire at time of booking.
- All equipment is extensively sanitized between use, this includes bicycles, binoculars, darts and archery equipment.



**GUEST TRANSPORT :** All Lodge vehicles are extensively sanitized between use.

## On-Site Incident Responses

Gangtey Lodge has strict protocols in place in the event of a guest falling ill or displaying symptoms of COVID-19 while at the lodge. These protocols include isolation in guest suites, access to a local doctor and an on-site incident management team. Emergency Medivac airlifts via Royal Bhutan Helicopters to the nearest pre-approved medical facility for treatment is available should the need arise.



### STAFF EDUCATION AND PRECAUTIONS:

- All key Front-of-House Staff and Managers receive ongoing COVID-19 response training. Key team members have been professionally trained in a Government-sponsored 3-week preventive and first response training course. They will be overseeing contact areas including Restaurant, SPA, Housekeeping and Activities. Our Staff are fully trained on the latest health protocols, as set out by leading authorities like the WHO and we fully comply with Government Health and Safety regulations.
- Practices include wearing face masks at all times, regular hand washing, social distancing/isolation after contact with a COVID-19 patient/symptoms, no handshaking or hugging.



### MEDICAL SUPPORT:

- Doctors on call for medical emergency.
- Gangtey town clinic with fully trained doctors and experienced nurse on standby: 24/7.
- Royal Bhutan Helicopter Service: Medivac emergency airlift to nearby hospitals: Wangdue Phodrang District Hospital (road: 2 hours' drive) and Jime Dorji Wangchuk National Referral Hospital, Thimphu (air: 25 min or road: 4 hours 'drive).



## Measures from our Partners

### ARRIVING TO OUR LODGE :

We are working with all Tour Operator partners providing guest transport (air and ground) to ensure that appropriate hygiene and safety measures are implemented in line with Covid-19 protocols.

The safety of our Guests and Staff is our highest priority and all necessary protocols are in place to welcome Guests back to our Lodge.

**Please do not hesitate to contact us if you need any future information or support.**

